



City of Columbus
Mayor Michael B. Coleman

Department of Development

Boyce Safford, III - Director

Building Services Division

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July 28, 2008
(Revised 12/08/09)

Construction Industry Communication # 16

From: Tracie Davies, Assistant Director
Re: Multiple Permit Application Procedure

In order to keep customer wait times minimized at the Building Services Customer Service Center, a limit of 3 transactions per number has been implemented. Customers with more than 3 transactions are welcome to make multiple trips through the line or they may set a *Multiple Permit Application Drop-Off Appointment* following the process below:

- Customers submitting four (4) or more permit applications at the same time can schedule a drop-off appointment with a BSD Customer Service staff person by calling (614) 645-8211 or e-mailing multipermits@columbus.gov.
- One (1) business day lead-time is necessary for staff to schedule the drop-off appointments. We will be unable to accommodate same-day appointments. A pick up date will be established with the customer when the applications are dropped off.
- Appointments will not be scheduled between the hours of 11:00AM – 2:00PM, in order to maintain proper staffing at the Intake Counter during lunch periods.
- Application payments should be broken down to expedite processing. Customers paying by credit card must establish a Signature-On-File-Transaction (SOFT) Account. A SOFT Account allows the customer to securely store credit card and signature information on-file with the City of Columbus for processing fees. Customers paying by check should limit each check to no more than five applications per check.
- Completion of the attached information form will assist BSD staff to prepare for the appointment. Please fax to: (614) 645-0082 – ATTN: Carrie Tescier

Our goal is to improve customer service and eliminate the oftentimes time-consuming process of multiple permit application submittals at the Customer Service Center.

For further information, please contact: Linda LaCloche, Manager – Customer Service Center: (614) 645-4685.